

MINUTES MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
8/14/2024, 9:00 am – 11:00 pm
(In-Person & Virtual)

Present: Samantha Stottlemayre (Chair)(EPD) Vonnie Mayer (Vice-Chair) (VCC), Angee Bunk (VCC), Abigail Steele (KCSO), Monica Burke (KCSO), Katy Myers (NORCOM), Robert Clemmons (RPD), Charlotte Joseph (SEA911), Jacob Adams (SEA911), Amy Bannister (FIRE), Kevin Lovell (UW), Vanessa Barnes (WSP).

Program Office: Bob Potts, Ben Breier, Beth Knieps, Bryan Karol, Jami Hoppen, Amber Thompson

WELCOME – Samantha Stottlemayre

- Introduction and welcome guests-Called to order 9:00am
- Roll Call (Quorum) –Quorum reached at 9:02am
- Public Comments-None
- Approval of Minutes – June, approved by consensus 9:03am
- Agenda Review – No amendments 9:03am

PROGRAM MANAGER UPDATE – Ben Breier

- Recorder RFP Update
 - The recorder RFP is on track to be handed over to procurement in October.
 - The governance document will be drafted post-vendor selection, expected late 2025.
- FCC Update
 - The Federal Communications Commission (FCC) has introduced two regulations that could affect Public Safety Answering Points (PSAPs).
 - The first regulation requires carriers to transmit calls using IP or SIP connections, with minimal expected impact.
 - The FCC is currently awaiting additional comments before officially publishing the rule. Once published, it will take effect 60 days later, allowing SECO (State Emergency Communications Office) to request compliance from carriers.
 - The second regulation requires carriers to implement Next-Generation 911 standards, focusing on handset location data during calls. SECO intends to ask the carriers to comply with rule, however the implementation timeline is twelve plus months.
- World Cup Planning
 - The 911 Program Office is engaged with two World Cup Committees, focusing on emergency management and SECO led initiatives.
 - Games are scheduled from July to mid-August at Lumen Field in Seattle and Vancouver.
 - The official release of the World Cup schedule is planned for late January 2026.

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- The Program Office will be working with Comtech for geofencing trials aimed at enhancing call routing during events. These trials are scheduled for early 2025.
- Monthly follow-up meetings with King County PSAPs will occur throughout the year for the affected agencies.
- Kevin Lovell (UW)-expressed openness to hosting a geofencing trial during the football season.

FINANCE MANAGER UPDATE – Bryan Karol

- Revenue is \$1.6M better than budget and \$316K better than last year.
- Expenses are \$4.2M better than budget and \$450K better than last year.
- Budget is in the Executive Review Phase through the end of September. Then it moves on to Council for approval in November.
- Vonnie Mayer (VCC) what was used to budget interest rate.
 - The Investment Pool Rate assumption for 2025 is 3.9%.

OUTREACH UPDATE – Jami Hoppen

- Public Education Update
 - The program office's outreach team actively participated in community engagement during the King County Fair in Enumclaw and an outreach event at Mount Rainier. Educational materials were customized to resonate with a broader audience. Topics covered included smartwatch calls and hiker safety awareness.
 - Looking ahead, the Washington State Fair is scheduled to start in September, and there are volunteer opportunities available for PSAPs.
- Sponsored PSAP Training Rollout
 - Sponsored Training will commence in 2025, with the program office funding PSAP training certifications.
 - The initiative will concentrate on three key areas: APCO/NENA state conferences, NENA-ENP certification, and additional APCO and NENA certifications.
 - Each PSAP is eligible to send three representatives, with one participant allocated to each focus area.
 - The APCO/NENA conferences will encompass registration fees, daily allowances, accommodation, and travel expenses.
 - The ENP certification is registration costs only and the number of personnel each PSAP can register and be reimbursed is based on the size of the PSAP
 - Samantha Stottlemire (EPD)-inquired whether escrow would cover any expenses that lack sponsorship.
 - Escrow will indeed cover expenses that are not supported by sponsorship.

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TECHNICAL & OPERATIONS UPDATE – Beth Knieps

- Project Update
 - The cutovers for Seattle Fire, UW, and Enumclaw have been successfully completed. Issaquah’s cutover is scheduled for Wednesday, August 21st.
 - The tech team is actively collaborating with Intrado to address position crashes affecting the migrated PSAPs. A patch is currently in testing and will be deployed in production next week.
 - The integration of Smart 911 has posed challenges. Intrado and Rave (Motorola) are conducting weekly meetings to resolve these issues. The anticipated solution involves a Smart911 session within the Power Viper PC.

- PSAP Tech Ops Report
 - The Tech Ops meeting occurred on August 1st, featuring a comprehensive overview of the PRF presented by Comtech.
 - The project update covered change management and operational aspects, including the application of service pack 1 to the platform and Early Media being disabled.
 - PowerOps status boards still face difficulties with audible alerts and logging out. An update was recently applied resolving the lag issue, caused by communication with four nodes. The previous software version was limited to two nodes.
 - A new SCC map feature was introduced that enhances wireless caller location accuracy by identifying the nearest cross street.

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- Industry/Legislative Update – Jami Hoppen
 - The Council approved the Crisis Care Center Levy Plan in June, allocating \$1 million annually for expanding 988 services in the 911 centers. Ongoing discussions focus on expanding the pilot program currently in place at VCC.
 - Five crisis centers will be established across King County, with four designated for adults and one for juveniles.
 - Vonnie Mayer (VCC)-has noted a decline in transfers for 988 and 211 since the implementation in late spring alongside cultural differences between personnel. A meeting with the COO of Crisis Connection, including Adam Wasserman from the State, has been arranged to discuss.
 - Vonnie Mayer (VCC)-showed enthusiasm for advocating for 211 services.

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- Jami Hoppen (PO)-participated in a community listening session focused on 988 and 911 services, no representatives from 911 were invited to participate on the panel hosting the session.
 - Data was solely gathered during the listening sessions, without an opportunity for education or correction to community members. Consequently, concerns have been raised with SECO, leading to follow-up meetings with 988 specifically around the concerns that callers are calling 988 directly for true emergencies where the caller should be calling 911
 - SECO plans to have site visits and further meeting to assess call processing and develop enhancement strategies.
- The Washington State University (WSU) advisory board created use-of-force data points to be reported by law enforcement agencies.
 - Police Strategies (attorney's) LLC has intervened to assess CJIS and various state regulations concerning the use of force data exchange program.
 - Robert Clemmons (RPD)- reports that the Redmond Police Department is participating in the pilot program, collaborating exclusively with police department operations on use-of-force incidents relevant to the Revised Code of Washington (RCW). The Computer-Aided Dispatch (CAD) data excludes personal information.
 - Kevin Lovell (UW) The topic of use-of-force will be included in the agenda for the directors' meeting.
- The upcoming monthly webinar, scheduled for August 21, will focus GET and WPS.
 - Future sessions include a roadmap presentation in September and a discussion of Line of Duty Death and Trauma in PSAP in October.
- Roundtable
 - None
- Wrap Up: Requests/Actions noted in Minutes.
 - Ben: Share updates regarding SECO meetings related to World Cup preparations.
 - Jami: Reissue the state fair registration link and disseminate training details for 2025.
 - Beth: Circulate the Comtech NOC presentation to RAGB members.

Meeting adjourned at 10:16 am

Next Meeting: **October 9, 2024**